SOLEUSAIR®

Powered by GREE

ENERGY STAR

# Models
# SG-WAC-10ESE-C
# SG-WAC-12ESE-C

Electronic Window Air Conditioner

**Operating Instructions**

eco-friendly

SOLEUSAIR®

Powered by GREE

Thank you for choosing a Soleus Air powered by Gree Air Conditioner. This owner's manual will provide you with valuable information necessary for the proper care and maintenance of your new product. Please take a few moments to thoroughly read the instructions and familiarize yourself with all the operational aspects of your new air conditioner.

For your own records, please attach a copy of your sales receipt to this manual. Also, write the store name/location, date purchased, and serial number below:

Store Name: _____

Location: _____

Date Purchased: _____

Serial Number (located on back of unit): _____

## IMPORTANT SAFETY INSTRUCTIONS

**Before installing and using your air conditioner, please read this owner's manual carefully. Store this manual in a safe place for future reference. Your safety and the safety of others is very important to us. Please pay attention to all safety messages outlined in this owner's manual.**

**WARNING: To reduce the risk of fire, electrical shock or injury when using your air conditioner, follow the following basic precautions:**

- Plug into a grounded 3 prong outlet.
- Do not remove the ground prong.
- Do not use a plug adapter.
- Do not use an extension cord.
- Unplug the air conditioner before servicing
- Use two or more people to move and install the air conditioner

This is a safety alert symbol.
This symbol alerts you to potential hazards that can harm you or others or even cause death.
All safety messages will directly follow the safety alert symbol and/or the words "DANGER" or "WARNING".

Failure to immediately follow these instructions may cause serious injury or even death.

All Safety messages alert you of potential hazards, how to reduce the chance of injury, and what can happen if instructions are not followed correctly.

# ELECTRICAL REQUIREMENTS

**⚠WARNING**

Electrical Shock Hazard

Plug into a grounded 3 prong outlet.

Do not remove the ground prong.

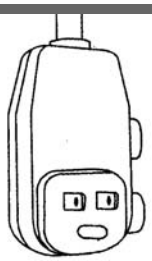
Do not use an adapter

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock

The electrical ratings for your air conditioner are listed on the model and serial number label located on the front left side of the unit (when facing the front).

Specific electrical requirements are listed in the chart below. Follow the requirements below for the type of plug on the power supply cord.

| Wiring Requirements | Power Supply Cord |
|---|---|
| • 115 volt (103.5 min.—126.5 max)<br>• 0-12 amps<br>• 15-amp time-delay fuse or circuit breaker<br>• Use on single outlet circuit only |  |

**Recommended Ground Method**

For your personal safety, this air conditioner must be grounded. This air conditioner is equipped with a 3 prong power supply cord with a grounded plug. To minimize the possibility of electrical shock, the cord must be plugged into a 3 prong outlet and grounded in accordance with all local codes and ordinances. If a 3 prong outlet is not available, it is the customer's responsibility to have a properly grounded 3 prong outlet installed by a qualified electrician.

**It is the customer's responsibility:**

- To contact a qualified electrician
- To assure that the electrical installation is adequate and in conformance with the National Electrical Code, ANSI/NFPA 70 - latest edition, and all local codes and ordinances.

**Copies of the standards listed may be obtained from:**

National Fire Protection Association
One Batterymarch Park
Quincy, Massachusetts 02269

**LCDI Power Cord and Plug**

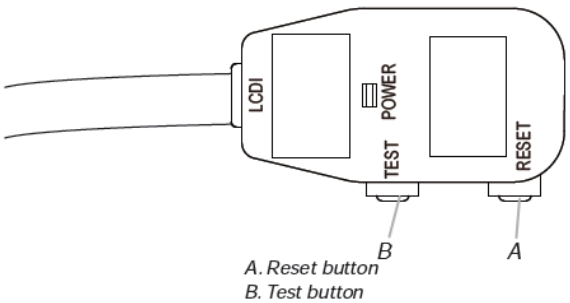
This air conditioner is equipped with an LCDI (Leakage Current Detection and Interruption) power cord that is required by UL. This power supply cord contains state-of-the-art electronics that sense leakage current. If the cord is damaged and leakage occurs, power will be disconnected from the unit.

The test and reset buttons on the LCDI Plug are used to check if the plug is functioning properly. To test the plug:

1. Plug power cord into a grounded 3 prong outlet
2. Press RESET (on some units a green light will turn on).
3. Press the TEST Button, the circuit should trip and cut all power to the air conditioner (on some units a green light may turn off.
4. Press the RESET button for use. You will hear a click and the A/C is not ready for use.

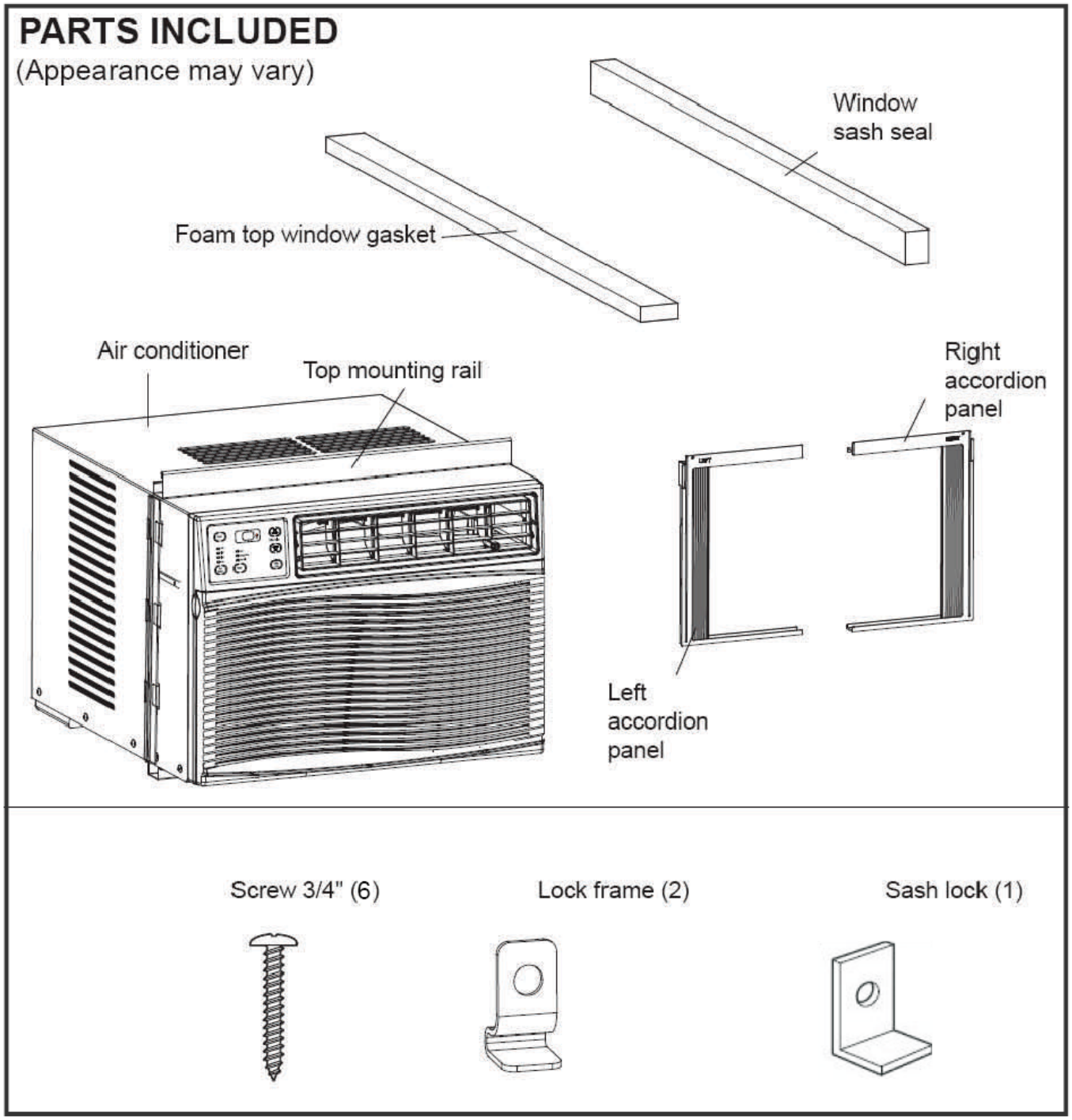
**NOTES**:

- The RESET button must be engaged for proper use.
- The power supply cord must be replaced if it fails to trip when the TEST button is pressed and the unit fails to reset.
- Do not use the power supply cord as an ON/OFF switch. The power supply cord is designed as a protection device.
- A damaged power supply cord must be replaced with a new power supply cord from Soleus Air Powered by Gree.
- The power supply cord contains new user serviceable parts. Opening the tamper-resistant case voids all warranty and performance claims.




NOTE: Your units power cord and plug may differ from the one shown.

## PACKING LIST




**Packing List:**

- Window Air Conditioner
- Remote Control
- AAA Batteries (2)
- Top Mounting Rail
- Top Mounting Rail Seal Strip
- Lock Frame (2)
- Accordion Panels (Left & Right)
- Sash Lock (1)
- Window Sash Seal
- 3/4” Screw for Window Locking Bracket & Accordion Panels, and sash lock (6)
- Foam Top Window Gasket
- Owner’s Manual

# SPECIFICATIONS

- Noise level is measured at a distance of 3.28 ft away from the front of the unit in cooling mode.
- Power consumption is measured when the fan runs at the highest speed setting.
- These specifications are for reference only. For actual data, please refer to the rating label on the back of the unit.

| Model | SG-WAC-10ESE-C | SG-WAC-12ESE-C |
|---|---|---|
| Power Supply (Ph/V/Hz) | 1/115/60 | 1/115/60 |
| Rated Cooling Capacity (BTU/h) | 10,000 | 12,000 |
| Cooling Power Input (Watts) | 930 | 1110 |
| Rated Current Cooling (Amperage) | 8.6 | 10.3 |
| EER/C.O.P | 10.8 | 10.8 |
| Noise Level dB(A) (H/M/L) | 54/52/50 | 54/52/50 |
| CFM H/M/L | 260/240/220 | 260/240/220 |
| Dehumidifying Capacity | 60 Pints per day | 81 Pints per day |
| Product Dimensions (W" x H" x D") | 19 x 14.625 x 21.25 | 19 x 14.625 x 21.25 |
| Package Dimensions (W" x H" x D") | 22 x 17.125 x 23 | 22 x 17.125 x 23 |
| Net/Gross Weight (Lbs) | 62/70 | 68/76 |
| Refrigerant Type | R-410A | R-410A |

## DISCLAIMER

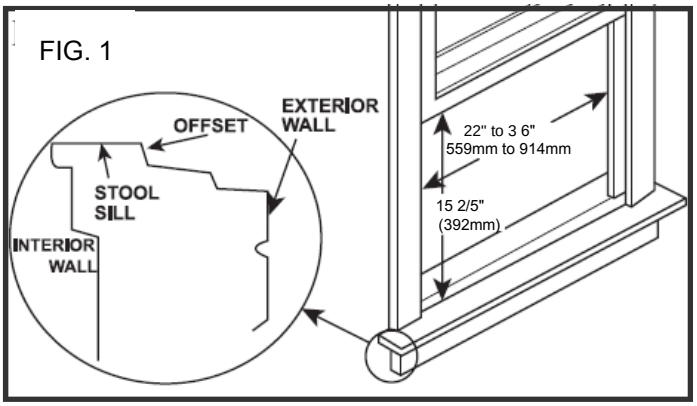
**ALL INFORMATION AND THE TECHNICAL SPECIFICATIONS PRESENTED IN THIS USER'S MANUAL ARE THE PRESENTATION OF THE MANUFACTURER. SOLEUS INTERNATIONAL HAS NOT CONDUCTED INDEPENDENT TEST TO THE INFORMATION AND THE SPECIFICATIONS PRESENTED HEREWITHIN.**

## INSTALLATION & ASSEMBLY INSTRUCTIONS

Some assembly is required for your new air conditioner. Please read and follow these instructions carefully.

1. This air conditioner is designed to be installed in a standard double-hung window with a window width between 22” and 36” (559 mm - 914 mm).
2. The air conditioner can be installed without the accordion panels to fit in a narrow window opening. See the window dimensions.
3. The Lower Sash (the lower part of the window that moves up and down) must allow for 15.4” of vertical clearance when open. (See FIG. 1).
4. All supporting parts must be secured to firm wood, masonry, or metal.
5. The electrical outlet must be within reach of the power cord.

FIG. 1




NOTE: Save the product packaging and installation instructions for future reference. Store the air conditioner in the product box when not in use for an extended period of time.

**CAUTION**

When handling the unit, be careful to avoid cuts from the sharp metal edges and aluminum fins on the front and rear coils.

## Mounting Hardware

| | Qty. |
|---|---|
| 3/4"screws | 6 |
| lock frame | 2 |
| sash lock | 1 |

**TOOLS NEEDED:**

- Phillips Screw Driver
- Drill (If pilot holes are needed)

**CAUTION**

When handling unit, be careful to avoid cuts from sharp metal edges and aluminum fins on front and rear coils.

## How to Install

**NOTE: Top Rail and Sliding Panels at each side are offset to provide the proper pitch to the rear of (5/16"). This is necessary for proper condensed water utilization and drainage. If you are not using the Side Panels for any reason, this pitch to the rear must be maintained!**

**1** Place unit on floor, a bench or a table. There is a Left and Right Window Filler Panel - be sure to use the proper panel for each side.When installed the flange for securing the panel in place to the window sill will be facing into the room.

A. Hold the Accordion Panel in one hand and gently pull back the center to free the open end. See Figure 2.

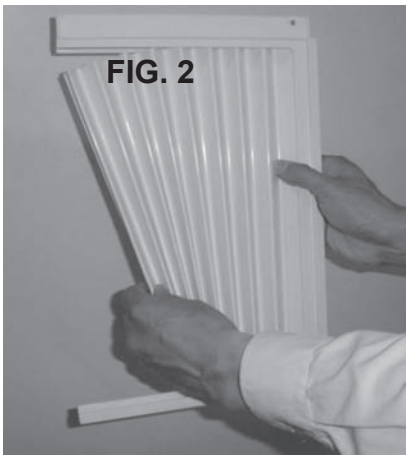


FIG. 2

FIG. 3A

B. Slide the free end ("I"section) of the panel into the cabinet as shown in Figures 3A, 3B & 4. Slide the panel down. Be sure to leave enough space to slip the top and bottom of the frame into the rails on the cabinet.

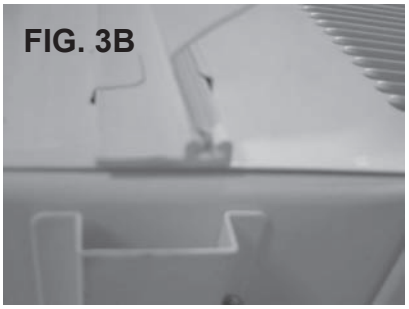


FIG. 3B

FIG. 4

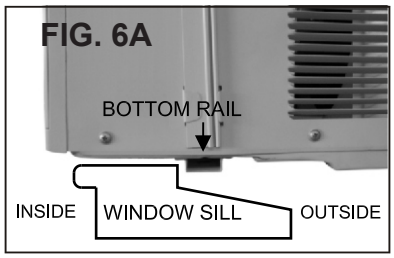
FIG. 5

C. Once the panel has been installed on the side of the cabinet, make sure it sits securely inside the frame channel by making slight adjustments. Slide the top and bottom ends of the frame into the top and bottom rails of the cabinet. Figure 5.

D. Slide the panel all the way in and repeat on the other side.

**2** Keep a firm grip on the air conditioner, carefully place the unit into the window opening so the bottom of the air conditioner frame is against the window sill (FIG. 6 & FIG. 6A). Carefully close the window behind the top rail of the unit.

FIG. 6




**3** Extend the side panels out against the window frame (FIG. 7).

FIG. 7

**4** Place the frame lock between the frame extensions and the window sill as shown (Fig. 8). Drive 3/4" (19 mm) locking screws through the frame lock and into the sill (FIG. 9). **NOTE:** To prevent window sill from splitting, drill 1/8" (3 mm) pilot holes before driving screws.

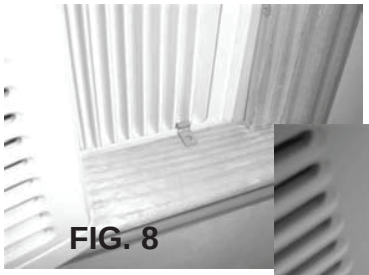


FIG. 8

FIG. 9

**5** Drive 3/4" (19mm) locking screws through frame holes into window sash (FIG. 10/11).

FIG. 10

FIG. 11

**6** To secure lower sash in place, attach right angle sash lock with 3/4" (19 mm) screw as shown (FIG. 12).

FIG. 12

**7** Cut foam seal and insert in the space between the upper and lower sashes (FIG. 13).

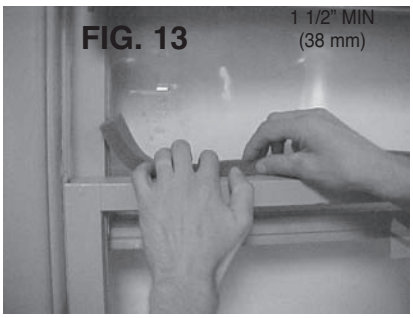
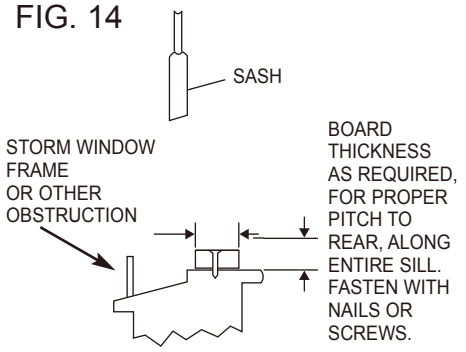


FIG. 13

# If AC is Blocked by Storm Window

Add wood as shown in FIG. 14, or remove storm window before air conditioner is installed.

FIG. 14


SASH
STORM WINDOW FRAME OR OTHER OBSTRUCTION
BOARD THICKNESS AS REQUIRED, FOR PROPER PITCH TO REAR, ALONG ENTIRE SILL. FASTEN WITH NAILS OR SCREWS.

If Storm Window Frame must remain, be sure the drain holes or slots are not caulked or painted shut. Accumulated Rain Water or Condensation must be allowed to drain out.

# Removing AC From Window

* Turn AC off, and disconnect power cord.
* Remove sash seal from between windows, and unscrew safety lock.
* Remove screws installed through frame and frame lock.
* Close (slide) side panels into frame.
* Keeping a firm grip on air conditioner, raise sash and carefully "rock" air conditioner backward to drain any condensate water in base of unit. Be careful not to spill any remaining water while lifting unit from window. Store parts WITH air conditioner.

# AIR CONDITIONER USE

Operating your air conditioner properly helps you to obtain the best possible results.

This section explains proper air conditioner operation.

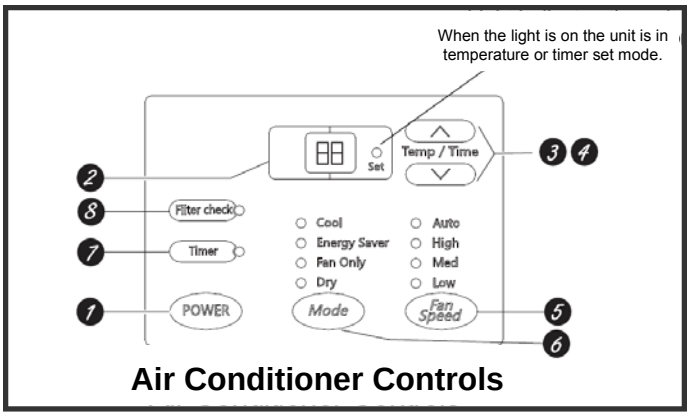
IMPORTANT:

- If you turn off the air conditioner, wait at least 3 minutes before turning it back on. This prevents the air conditioner from blowing a fuse or tripping a circuit breaker.
- Do not try to operate your air conditioner in the cooling mode when outside temperature is below 65°F (18°C). The inside evaporator coil will freeze up, and the air conditioner will operate properly.

NOTE: In the event of a power failure, your air conditioner will operate at the previous settings when the power is restored.

# USING YOUR AIR CONDITIONER
## Electronic Control Panel & Remote Control

NOTE: This display always shows the room temperature in Fan Mode except when setting the Set temperature or the Timer.




**Air Conditioner Controls**

### Normal Operating Sounds

- You may hear a pinging noise caused by water hitting the condenser, on rainy days, or when the humidity is high. This design feature helps remove moisture and improve efficiency.
- You may hear the thermostat click when the compressor cycles on and off.
- Water will collect in the base pan during rain or days of high humidity. The water may overflow and drip from the outside part of the unit.
- The fan may run even when the compressor is not on.

1. **Power Button:** Turns the air conditioner on and off
2. **Digital Display:** Under ON status without timer setting,the operation mode is Auto, Cool, Energy Saver or Dry mode,and the set temperature will be displayed.
   Under ON status without timer setting, the operation mode is fan mode and the ambient temperature will be displayed.
   Time will be displayed under timer setting or timer preview.
3. **Temperature Set:** Use these buttons on the control panel and remote to increase or decrease the Set Temperature (the desired room temperature) in cooling,energy saver and dry mode. The **SET** light will light up when setting the temperature
4. **Timer Set:** Use these buttons on the control panel and remote to set the Timer. Each press of the Timer (**DELAY**) buttons will increase or decrease the timer. For timer instructions see #7.
5. **Fan Speed & Auto Fan**: Use the fan speed buttons to change the fan speed. Choose between low, medium, high, and Auto.
6. **Mode Button:** Press the mode button to cycle through the various modes: Cooling, Energy Saver, Fan only, Dry (Dehumidifier) and Auto.
7. **Auto-on Timer:** When the air conditioner is off, it can be set to automatically turn on in 0.5-24 hours at the previous set mode and fan setting. To set the Auto-on Timer, press the **TIMER** button on the unit or remote control. The timer can be set in 0.5 hour increment below 10 hours and in 1 hour increment for 10 hours or above.

   The Set light will turn on while setting.

   **Auto-off Timer:** When the air conditioner is on, it can be set to automatically turn off in 0.5-24 hours. To set the Auto-off Timer, press the **TIMER** button on the unit or remote control. The timer can be set in 0.5 hour increment below 10 hours and in 1 hour increment for 10 hours or above. The **SET** light will turn on while setting.

   - To see the remaining time, press the **TIMER** Button. To change the timer setting use the ▲/▼ on the unit or the +/- buttons on the remote.
   - During preview of timer or timer setting, press Timer button on the panel or remote controller to cancel the timer setting.
8. **Filter Check:** After the fan rotates for 250 total hours, the filter check light will turn on to remind the user to clean the filter. Press the Filter check button once the filter is cleaned to reset the reminder.

# OPERATING YOUR AIR CONDITIONER

## *REMOTE CONTROL*

1. **ON/OFF** - Press the ON/OFF button to turn the A/C on or off. When the unit is turned off, the Timer and sleep functions will be cancelled. The set temperature will be saved.
2. **MODE** - Press the MODE button to change the operating mode. You can choose AUTO, COOL, SAVE (energy saver), FAN only, or Dry (Dehumidifier). The temperature will not be displayed when AUTO mode is selected.
3. **"—"-** Press the "-" button to decrease the temperature when the unit is on. Press and hold the "-" button for more than 2 seconds to quickly cycle through the temperature options. Stop pressing the button when the desired temperature is displayed. The temperature cannot be set in auto mode. Temperature range: 61°F - 86°F.
4. **"+" -** Press the "+" button to increase the temperature when the unit is on. Press and hold the "+" button for more than 2 seconds to quickly cycle through the temperature options. Stop pressing the button when the desired temperature is displayed. The temperature cannot be set in auto mode. Temperature range: 61°F - 86°F.
5. **FAN** - Press the FAN button to turn change the FAN options. You can choose between four speeds and auto mode. The fourth fan option is only available in cooling and energy saver modes.
6. **IFEEL MODE** - Press the IFEEL button to change the thermostat sensor from the air conditioner to the remote location. The air conditioner will cool the area depending on the location and set temperature of the remote control. Take the remote control with you so the air conditioner cools the room to your location. The Remote must be in line of site of the A/C for iFeel to operate correctly.
7. **SLEEP MODE** - Press the SLEEP button to turn SLEEP mode on or off. SLEEP mode is set to off automatically. When SLEEP mode is selected the timer can be adjusted. SLEEP mode is not available in Fan or Auto mode. Sleep mode automatically reduces set temperature by 2°F after one hour and 4°F after two hours. This feature limits compressor usage and in turn enhances energy saving while you are sleeping.
8. **TIMER -** Press the TIMER button when the unit is off to set up the Auto-on timer. The Auto-on time can be set between .5 - 24 hours. The icons "T-ON" and "H" will flash for 5 seconds. Start selecting the time using the "+" and "-" buttons before the icons stop flashing. The time will increase/decrease in .5 hour increments with each press of the "+" or "-" buttons. To cancel the Auto-on time, manually press the ON/OFF button to turn the unit on.

   Press the TIMER button when the unit is on to set up the Auto-off timer.The Auto-off time can be set between .5 - 24 hours. The icons "T-OFF" and "H" will flash for 5 seconds. Start selecting the time using the "+" and "-" buttons before the icons stop flashing. The time will increase/decrease in .5 hour increments with each press of the "+" or "-" buttons. To cancel the Auto-off time, manual press the ON/OFF button to turn the unit off.

   Once the Auto-on or Auto-off time is set, the "T-On" or "T-Off" and "H" will blink for 2 seconds. After 2 seconds the set temperature will be displayed.

Battery Size: AAA - NOTE: Do not mix old and new batteries or different types of AAA batteries.

## *REMOTE CONTROL*

9. **LOCK/UNLOCK**- Press the "+" and "—" buttons simultaneously to lock and unlock the remote control. When the remote is locked, none of the functions or setting can be changed using the remote.

10. **F° or C°** - To switch between the F° or C° settings, press the MODE and "—" buttons a the same time.

11. **DISPLAY LIGHTS-** Hold the "+" and FAN buttons to turn the light s on the display ON or OFF. This can be done when the unit is on or off.

12. **ENERGY SAVER MODE -** When the unit is in energy saver mode, the Energy Saver light will turn on. In Energy Saver mode, the unit will turn-off once the room is cooled to the user set temperature. The fan will also be off at this point. The unit will turn back on when the room temperature rises above the user set temperature.

13. **AUTO MODE -** The unit chooses between A/C, Dehumidifier, and fan mode based on the current room temperature.

Battery Size: AAA - NOTE: Do not mix old and new batteries or different types of AAA batteries.

## USING YOUR AIR CONDITIONER (Cont.)

- **Freezing Conditions:** This is a cooling only air conditioner. It is not designed for freezing outdoor conditions. It must not be used in freezing outdoor conditions.
- **Remote Control:** To ensure proper operation when using the remote control, aim the remote directly at the signal receiver on the air conditioner.
  - The remote control has a signal range up to 20 feet.
  - Make sure nothing is blocking the remote control signal from being received by the air conditioner.
  - Make sure the batteries are installed correctly and still have power.
- **Cooling Mode:** Use the COOL mode at Low, Medium, High, or Auto Fan speed when cooling is needed. Use the temperature ▲/▼ buttons to set the desired temperature between 64°F and 86°F.
  - Once the temperature is set, the compressor will cycle on and off to keep the room temperature at the set temperature level. The lower the set thermostat temperature, the cooler the room will become. The higher the set thermostat temperature, the warmer the room will become.
  - For Normal Cooling - Set the Mode to **Cool** and the Fan to **High** or **Med** with the termperature set in the middle.
  - For Maximum Cooling - Set the Mode to **Cool** and the Fan to **High** with a lower set temperature.
  - For Quieter & Nighttime Cooling - Set the Mode to **Cool** and the Fan to **Low** with the temperature set in the middle.

    **NOTE:** If the air conditioner is off and is then turned on while set to a Cool setting or if turned from a fan setting to a Cool setting, it may take approximately 3 minutes for the compressor to start and cooling to begin.
- **Energy Saver Mode** - Controls the Fan

**On** - The fan will cycle on and off with the compressor. This results in winder variations of room temperature and humidity. Normally used with the room is unoccupied. NOTE: The fan may continue to run for a short time after the compressor cycles off.

**Off** - The fan runs all the time in fan or cooling mode.

- **Fan Only Mode:** Use **Fan Only** mode at **Low**, **Med**, or **High** fan speed to provide air circulation and filtering without cooling. Since fan only setting do not provide cooling, a **Set** temperature cannot be entered. The room temperature will appear in the display.

  NOTE: **Auto Fan** Speed cannot be used in **Fan Only** mode.
- **Loss of Power Protection:** If power to the air conditioner is lost or interrupted, the air conditioner will automatically re-start in the setting last used prior to power loss. If the Timer was set to automatically turn the air conditioner off or on, it will resume countdown at the amount time left prior to power loss. You may need to set a new time if desired.
- **Air Direction:** Use the lever on the front air vents to adjust the direction of the airflow. You can direct the airflow left, right, up or down. The lever is located on the right side of the air vent.

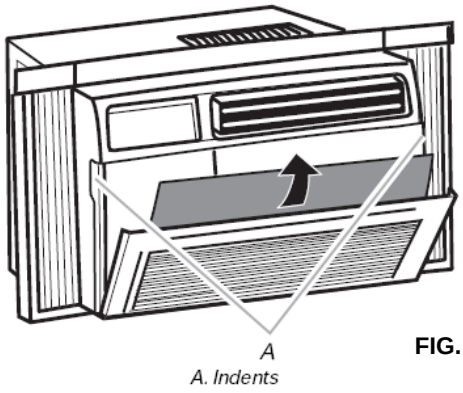
## CARE AND CLEANING

Clean your air conditioner to keep it looking new and to minimize dust build up.

### Air Filter Cleaning

The air filter should be checked at least once every month to see if it needs cleaning. Trapped particles and dust can build up in the filter and may decrease airflow as well as cause the cooling coils to accumulate frost. To clean the air filter:

1. Remove the filter by pulling down on the indents of the filter door on the front of the unit. (See FIG. 13)
2. Wash the filter using liquid dish soap and warm water. Rinse the filter thoroughly. Gently shake the filter to remove excess water.
3. Let the filter dry completely before placing it into the air conditioner.
4. If you do not wish to wash the filter, you may vacuum the filter to remove the dust and other particles.




A. Indents

**FIG. 13**

### Wear and Tear

To minimize wear and tear on the air conditioner, always wait at least 3 minutes before changing modes. This will help prevent the compressor from overheating and the circuit breaker from tripping.

### Cabinet Cleaning

To clean the air conditioner cabinet:

- Unplug the air conditioner to prevent shock or a fire hazard. The cabinet and front panel of the air conditioner may be dusted with an oil-free cloth or washed with a cloth dampened in a solution of warm water and mild liquid soap. Rinse thoroughly with a damp cloth and wipe dry.
- Never use harsh cleaners, wax or polish on the cabinet front.
- Be sure to wring excess water from the cloth before wiping around the controls. Excess water in or around the controls may cause damage to the air conditioner.

### Winter Storage

To store the air conditioner when it is not in use for an extended period of time, remove it carefully from the window according to the installation instructions and cover it with plastic or place it in the original box

.

## TROUBLESHOOTING

| PROBLEM | POSSIBLE CAUSES | SOLUTIONS |
|---|---|---|
| **The Air Conditioner will not start** | The air conditioner is unplugged | • Make sure the air conditioner is plug is pushed completely into the outlet |
| | The fuse is blown/circuit breaker is tripped. | • Check the house fuse/circuit breaker box and replace the fuse or reset the breaker. |
| | Power Failure | • The unit will automatically re-start when power is restored.<br>• There is a protective time delay (approx. 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal cooling for 3 minutes after it is turned back on. |
| | The current interrupter device is tripped. | • Press the RESET button located on the power cord plug.<br>• If the RESET button will not stay engaged, discontinue use of the air conditioner and contact a qualified service technician. |
| **The Air Conditioner does not cool as it should** | Airflow is restricted | • Make sure there are no curtains, blinds, or furniture blocking the front of the air conditioner |
| | The temperature control may not be set correctly. | • Lower the set thermostat temperature |
| | The air filter is dirty | • Clean the filter. See the Cleaning and Care Section of the manual. |
| | The room may be too warm | • Please allow time for the room to cool down after turning on the air conditioner. |
| | Cold air is escaping | • Check for open furnace registers and cold air returns |
| | The Cooling Coils are frozen | • See “Air Conditioner Freezing Up” below. |
| **The Air Conditioner is freezing up** | Ice blocks the air flow and stops the air conditioner from cooling the room | • Set the MODE dial to HIGH FAN or HIGH COOL and set the thermostat to a higher temperature |
| **The Remote Control is not working** | The batteries are inserted incorrectly<br><br>The batteries may be dead | • Check the position of the batteries.<br><br>• Replace the batteries |

## TROUBLESHOOTING (CONT.)

| PROBLEM | POSSIBLE CAUSES | SOLUTIONS |
|---|---|---|
| **Water is dripping outside** | Hot and Humid weather. | • This is normal |
| **Water is dripping inside the room** | The air conditioner is not correctly tilted outside. | • For proper water drainage, make sure the air conditioner is slightly tilted downward from the front of the unit to the rear. |
| **Water collects in the base pan** | Moisture removed from the air is draining into the base pan. | • This is normal for a short period in areas with low humidity and normal for a longer period in areas with high humidity. |

# Warranty

Soleus International Inc. warrants the accompanying Soleus Air Air Conditioner to be free of defects in material and workmanship for the applications specified in its operation instruction for the period of parts specified below.

| |
|---|
| 5 YEARS FOR COMPRESSOR |
| 1 YEAR FOR OTHER COMPONENTS |

This warranty shall not apply to broken or marred cabinets, accessories, knobs, filters or routine maintenance. This warranty does not apply to uncrating, setup, installation, removal of the product for repair or reinstallation of the product after repair.

This warranty does not apply to repairs or replacements necessitated by any cause beyond the control of Soleus International including, but not limited to, any malfunction, defect or failure caused by or resulting from unauthorized service or parts, improper maintenance, operation contrary to furnished instructions, shipping or transit accidents, modification or repair by the user, abuse, misuse, neglect, accident, incorrect power line voltage, fire, flood or other Acts of God, or normal wear and tear.

Warranty service must be performed by a qualified HVAC contractor. Soleus maintains a centralized service network to provide parts and assist in resolving service problems if difficulties are encountered. Soleus agrees to provide service information, sell repair parts and reimburse the dealer /serviceman for parts in accordance with Soleus International's Policies and Procedures.

SOLEUS INTERNATIONAL MAINTAINS THAT ALL WARRANTIES, INCLUDING IMPLIED WARRANTY OR MERCHANTABILITY ARE LIMITED TO THE TERMS AND CONDITIONS SPECIFIED ABOVE. SOLEUS INTERNATIONAL DISCLAIMS ANY LIBILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES AND IN NO EVENT SHALL SOLEUS INTERNATIONAL INC.'S LIABILITY EXCEED THE RETAIL VALUE OF THE AIR CONDITIONER.

This warranty covers only new products purchased from our authorized dealers or retailers. It does not cover internet sales, used, salvaged, or refurbished products.

FOR TECHNICAL SUPPORT AND WARRANTY SERVICE, PLEASE CONTACT:

Soleus International Inc.

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